BFBS TechniSat User Guide

System

This user guide is intended for use with BFBS/TechniStar set top boxes (STBs) of the style illustrated above. If you have a different type of TechniSat unit, some information may be relevant, but it is preferable to refer to the correct manual for your unit.

The Pace and Humax branded units are significantly different in their menu structures.

BFBS STB

The BFBS STB has a front panel providing two operational controls with one at the extreme left being a power ON/STANDBY button. The other control replicates the left/right/up/down arrows and OK button of the remote control. Both these controls are also available on the remote control and this is generally the preferable way to operate the STB.

Towards the right end is a flap covering the slot for the Conditional Access Module (CAM). The CAM holds a Viewing Card.

The CAM and/or Viewing Card are normally both pushed fully home and are shown withdrawn here to show which way round they go. Cards and CAMS should never be removed unless instructed by the support team at BFBS. If the STB has been transported, open the flap to ensure card and CAM are still both pushed fully home. Cards are removed by pulling them outwards, taking care not to bend them or touch the exposed contact pads. The CAM can be removed by pressing the lever at the right of the CAM slot then once it is released, pulling it straight outwards.

Units are normally supplied fully configured prior to shipment, or they may be setup by the local satellite technician making the installation. In most cases, they will require no further settings changes unless some other form of television set with a different aspect ratio or form of connection is to be used.

If contacting BFBS for support purposes, it is important to identify your STB as being the TechniStar S1 version. You will also be asked for Viewing Card number (the 11 digit number above the bar code) and also the CAM identifier which is 14 characters.

Do not attempt to use the Viewing Card/CAM in any unit except the one for which it was supplied.

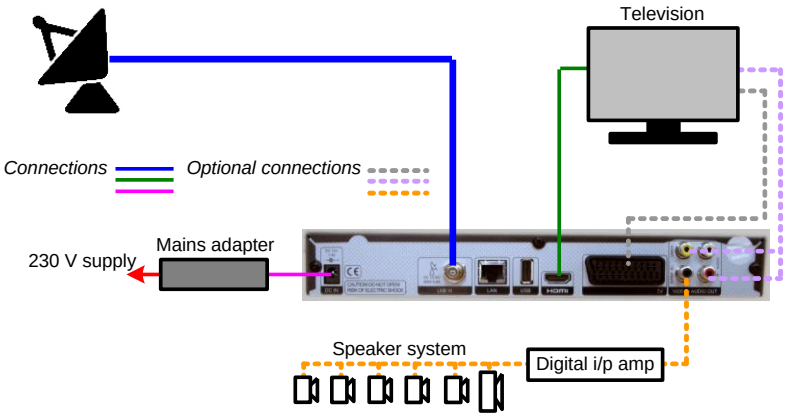
Connections

Mains

As a minimum, set top box systems need connecting to a mains supply and a television set. The STB has a separate mains power unit which is supplied with alternative power input adapters. One adapter is for UK style “13 amp” sockets and the other for European type 2 pin plugs. The mains supply requires one, or other adapter to be fitted as shown here. First, engage the end away from the power outlet cable end of the mains power unit, then pivot it down until it locks in place.

Take care to store the unused adapter in case the STB is ever relocated to an area where it is needed. To remove one adapter to fit another, slide the OPEN button towards the power outlet cable end of the mains power unit. It will then be released.

Signal



If a box needs to be reconnected to a television set having different parameters, use the STB remote control and press the MENU button, found below and left from the arrow/OK controls. Refer to the set maker's specification for full details but the most likely parameters that may need changing are the form of connection (HDMI or SCART) and the aspect ratio. 4:3 is a traditional style TV and 'widescreen' sets are 16:9.

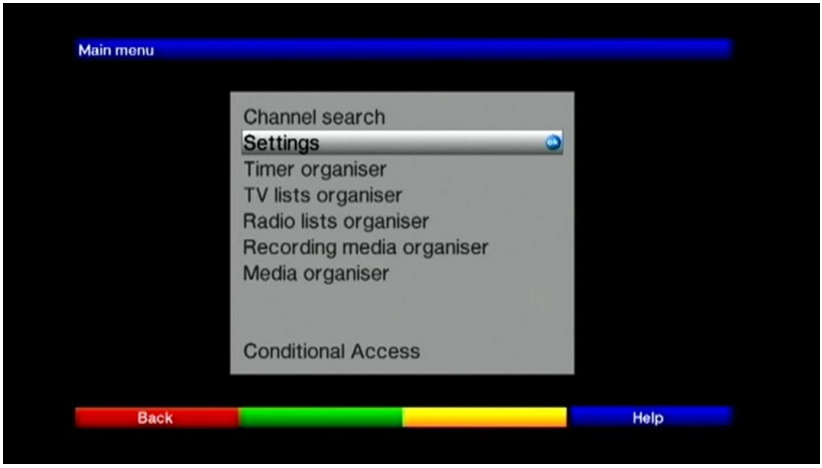
When television sets with an HDMI connection are available, this is the preferred form of link. SCART and RCA phono connections provide alternative links.

Changing output options

Although output signals, may be present, it is important that the set top box (STB) is correctly configured for the type of connections being used.

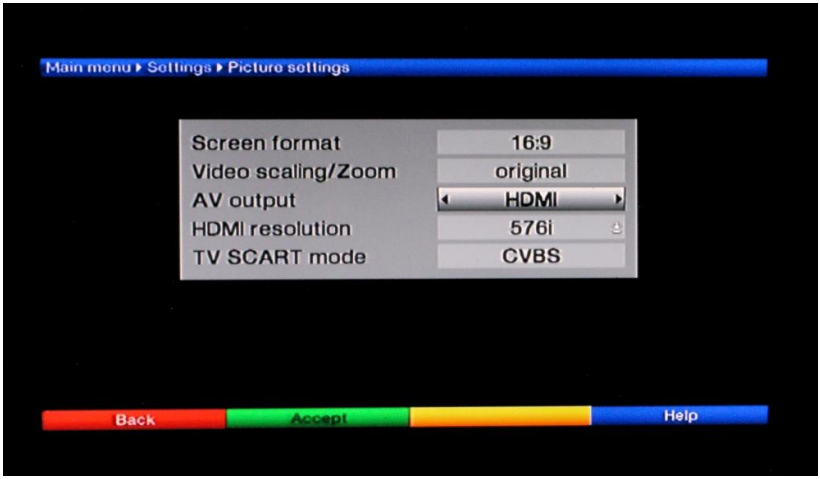
To select between HDMI and SCART outputs;

- Switch on STB and television and select on the television set whichever input the STB is connected to.
- Press the ‘MENU’ button on the remote control.
- Use the arrow ‘UP’ and/or ‘DOWN’ function to go to ‘SETTINGS then press OK.



- In the settings menu, use the ‘UP’ / ‘DOWN’ / ‘OK’ controls to go to and select ‘PICTURE SETTINGS’.

- To change the output to be used, use the remote to reach the required line. Then press the ‘LEFT’ / ‘RIGHT’ arrows to change between SCART and HDMI.

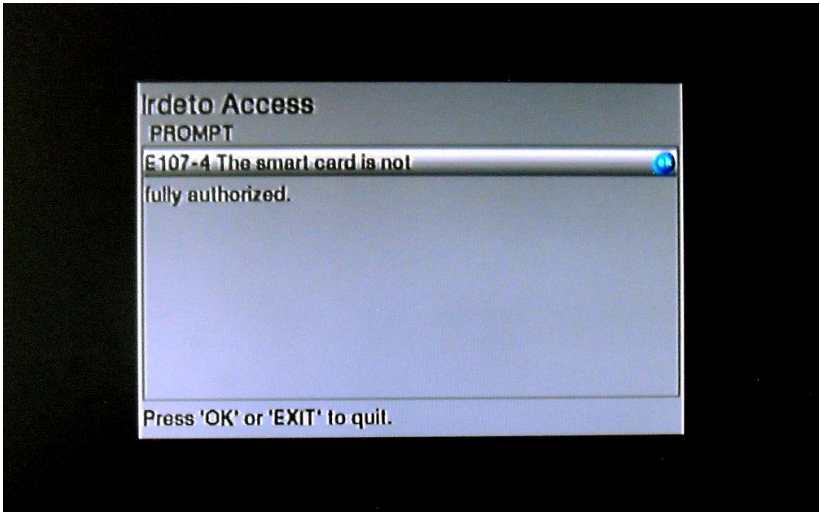


- If using a SCART connection, the SCART mode should normally be set to CVBS if your television supports this. If necessary change to RGB mode.
- A similar process with the arrow controls allows changes to be made to match the aspect ratio of your television. For traditional (older) televisions it should be set to be 4:3. Newer ‘widescreen’ types should have it set to 16:9.
- Once the required changes are entered, press the “BACK” button. Depending what has been changed, you may be asked to confirm that the changes should be stored by pressing the ‘OK’ button.

Card enabling

BFBS television broadcasts are encrypted to prevent programmes being watched by non-authorised viewers. When a Viewing Card/CAM is issued, the card details are submitted for the card to be enabled. It can take up to ***two hours*** for the card to begin working

Until that happens, you cannot watch TV programmes and the screen will show this “not authorised” message:



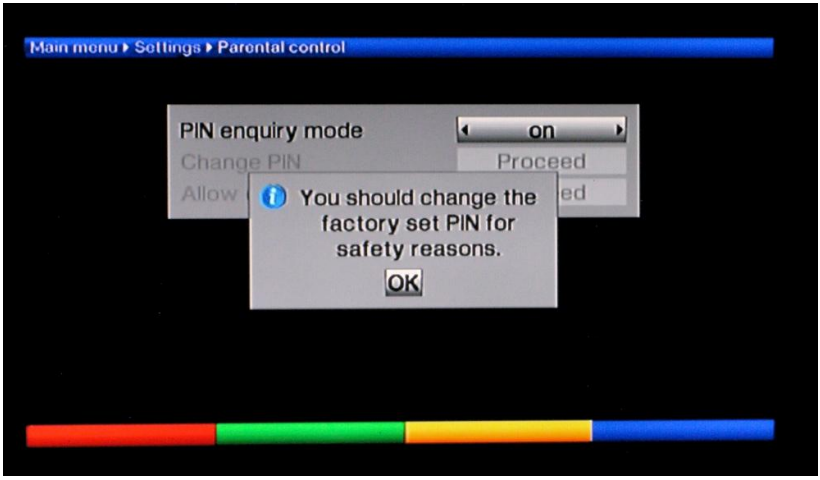
During this time, the RADIO mode can be used and allows you to check that the audio connections are all OK.

Pin number

BFBS services carry a wide range of material and two types of Viewing Cards are available. If you have a ‘FAMILY’ card certain programme classifications cannot be viewed. ‘ADULT’ cards can view all programmes but a personal identifier number (PIN) must be entered for programme classified as “adult”.

Users should change this to be their own PIN as follows

- Press the ‘MENU’ button on the remote control.
- Use the arrow ‘UP’ and/or ‘DOWN’ function to go to ‘SETTINGS then press OK.
- With the arrow controls, navigate to ‘PATENTAL CONTROL’ and then to ‘CHANGE PIN’.
- You will be asked to enter the current PIN which as supplied has a default of 0000.
- Enter a new number you will remember.



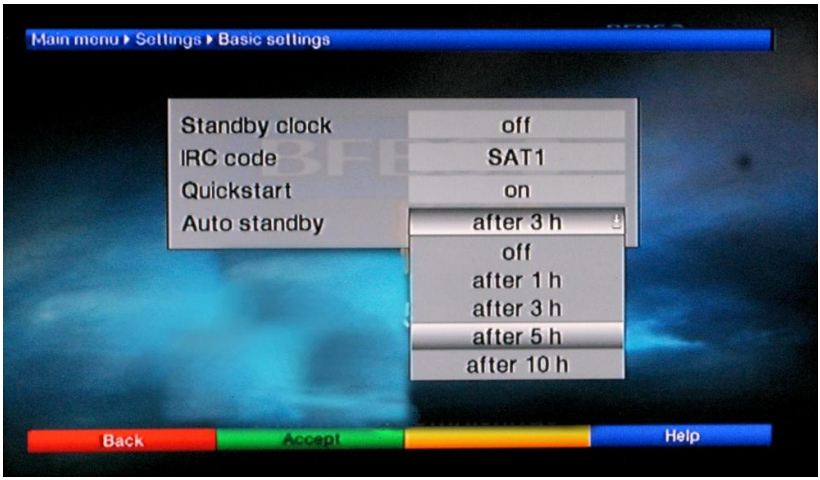
If you select a programme with a 15 or greater rating, the STB will prompt you to enter the PIN.

Other commonly used options

The set top box is designed to be as energy efficient as possible. To minimise power consumption the ‘quick start’ feature is normally disabled and gives improved efficiency when the STB is left in standby mode.

To enable the Quickstart mode, switch on STB and television.

- Press the ‘MENU’ button on the remote control.
- Use the arrow ‘UP’ and/or ‘DOWN’ function to go to ‘SETTINGS then press OK.
- Next use the remote’s arrow controls to navigate to ‘BASIC SETTINGS’ then on to the ‘QUICKSTART’ line.
- Press OK then use the ‘LEFT’ / ‘RIGHT’ arrows to enable or disable the feature.



A further power-saving feature is the ‘Auto Standby’ feature that is accessed on the same menu page. The factory default is for the unit to go into standby mode three hours after the last button press on the box or remote control. Alternative time-out periods, or for it to be disabled, can also be selected.

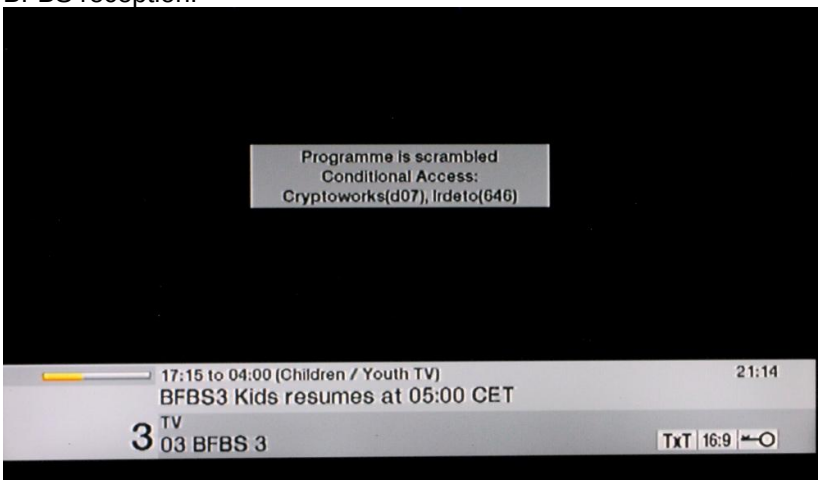
Switching on

To use the STB system, it is necessary to ensure that the television has either the HDMI or SCART input selected, depending which has been connected. This often involves the use of an ‘INPUT’ or ‘SOURCE’ menu that should be documented in the instructions provided by the TV set manufacturer.

When it has been powered down, or switched to standby, the STB requires a minute or so to re-boot. After a short time the BFBS on screen message is displayed for a few seconds.

BFBS
BFBS Helpline
+44 1494 878100 or mil (9) 529 82100
Mon-Fri 09:00 to 17:00 UK
website: www.bfbs.com/tvhelp
email: satTVhelp@bfbs.com
This receiver system is the property of SSVC

Once this message clears, the decryption system begins to enable BFBS reception.



Selecting TV and radio channels

To use the BFBS DTH system, it is necessary to ensure that the television has either the HDMI or SCART input selected, depending which connection has been used for the set top box. If it is the first time the set top box has been used, it will default to the TV channel, BFBS1. Otherwise, the STB will resume reception of whichever channel was being received when it was last used.

To go to another channel for which you know the channel number, pressing the appropriate number button will take you directly to that channel. To change between radio and TV modes, press the 'TV/RADIO' button once. Radio channels can also be selected by their channel number. A powerful feature of the BFBS system is the Electronic Programme Guide, the 'EPG'. This is opened by pressing 'EPG button on the remote control.

This opens in the EPG – CHANNEL LIST mode and shows all the BFBS services that are enabled in your STB. The number of channels will vary, depending on your location.
The colour buttons allow the displayed time window to be scrolled in appropriate increments. Buttons 1 to 7 allow different day's programmes to be checked.

A number of other display options are self-explanatory, though it is important to note that the recorder features mentioned in some menus beneath the RED button are not yet implemented in this version of the STB and no support can yet be offered over their future capabilities.

Scrolling to a particular channel then pressing the GREEN button opens a full listing for all the programmes on that channel. Other menu options are designed to be intuitive, using on-screen prompts.

To close the EPG, press the ‘BACK’ button.

Care of the system

It is important to ensure that the line of site from all parts of the dish towards the horizon remains clear of objects. Someone walking in front of the dish, let alone a vehicle parking there, will cause loss of signal.

Although always mounted securely, ground placed dishes should never be handled in any way as this can easily cause misalignment. Protective measures should be taken to keep the necessary area free from all forms of traffic, including pedestrians.

Set top boxes are the property of SSVC / BFBS and all possible precautions should be taken to prevent accidental damage. A small television set may be placed on top, but ensure not all of the ventilation holes are obstructed.

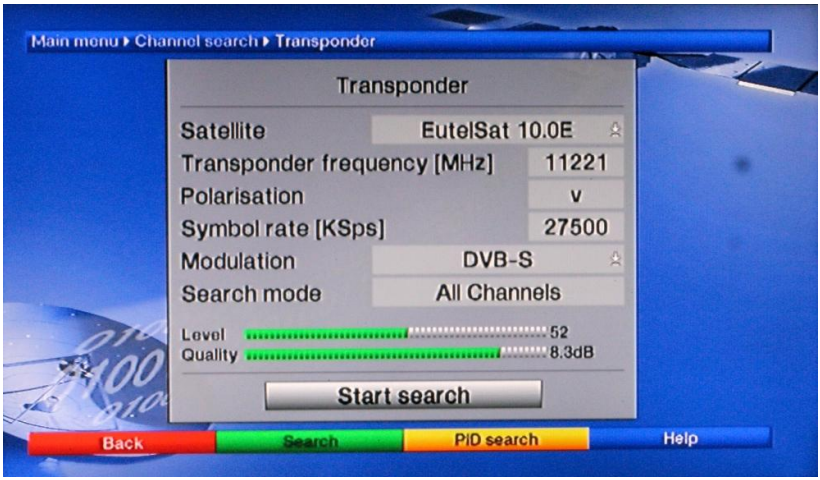
Fault finding

Whilst all equipment may sometimes suffer failures, the most common cause of apparent failure is user error. If you have established that everything is connected and switched in ways that have worked previously, begin a logical check of symptoms to allow a useful fault report to be made.

The error message “NO INPUT SIGNAL’ can mean there is a fault anywhere in the system between the dish and the rear connection to your set top box. If you are in a building complex with other STB users taking signals from the same dish, check with others to establish if your STB is the only one affected or if the problem is more widespread. Wide-scale loss of service may be due to the dish having been mechanically disturbed or to the distribution amplifiers linked directly to the dish having faults, or being switched off!
When signals are being received but have become prone to interruptions, “mosaicing” or other degradations, the STB has a facility to check the strength and quality.

To use this signal check:

- Press the ‘MENU’ button on the remote control.
- Use the arrow ‘UP’ and/or ‘DOWN’ function to go to ‘CHANNEL SEARCH’ and press OK. Then scroll to ‘TRANSPONDER’.



Depending on your location, different satellites, with other technical parameters may be shown on your screen. The signal level is the significant reading and quality values in some cases may appear low though this does not necessarily indicate a fault condition.

Technical support

Once a detailed fault description is available, it can be sent by email to:

- satTVhelp@bfbs.com or by phoning
- mil (9) 529 82100 or
- +44 1494 878100

Further support help is found at:

- www.bfbs.com/tvhelp

Be sure always to give details of the Viewing Card number. This is the one occasion to carefully remove the card prior to an instruction from the BFBS support team.

Comments on this user guide

This is not intended to be a full user manual, describing every feature of the BFBS TechniStar model of TechniSat box. The many menus are largely self evident and intuitive. However if you feel there are areas requiring update, please forward suggestions to the Technical Support contact details above.